

Installation and Usage of TBI's VPN Client software

Cisco AnyConnect

Installation

- Your current Aventail user name and password will still be used with AnyConnect.
- Local computer user account will need Administrative rights in order to install the software. Local IT support may be required.
- Disable any anti-virus or other security software prior to installation
- Install/upgrade Java on your computer at www.java.com prior to installation.
 - NOTE: Windows 10 browser, Edge, does not support Java. See Windows 10 section below
- Screens that you may encounter might not match exactly what is shown in the documentation. This is due to the variabilities in computer configurations. Watch your screen for messages, alerts, etc. and select Run... or Allow... as necessary during the installation process.

Windows 10

- The new Internet browser provided in Windows 10 is called Edge. It does not support Java. Since Java is required for the AnyConnect client to be “pushed” to your machine, it is recommended that a different browser such as Internet Explorer, Mozilla Firefox or Google Chrome be installed.
- If you choose not to install a different browser, Edge may still be used. Here is what to expect:
 - The installation process includes a “Java detection” phase that will fail if using Edge.
 - After this occurs, there will be a screen that contains a direct download link titled AnyConnect VPN. Click on this to download the installation file to your computer.
 - Once downloaded, simply double click the installer to install the client.

Usage

- After the client is installed you should be able to access it from your computer's program list.
- Windows 8, 8.1, and 10 users – click the Start button and begin typing AnyConnect – it will show up as Cisco AnyConnect Secure Mobility Client. If you right click it, you may pin it to your Task Bar for easy access
- After the VPN client has been launched, it is available through your System Tray (bottom right corner of your screen) and will show up as a small globe. Click on it to open it.

If you need technical assistance please call **615-744-4357** and leave a detailed message of your problem.

Please be sure to leave your name, agency and callback number clearly enough to be understood!